

A SIMPLE GUIDE TO CAPITOL COMPLEX MAIL

(Updated 09/02/03)

Every day thousands of pieces of mail are delivered to the Capitol Complex, and hundreds are undeliverable as addressed. The way that you give your address to others and the manner in which you address your outgoing mail serves as an example to others who may be trying to reach you by mail.



Following the simple guidelines below will assure that **your mail** is delivered to you in a timely fashion, and could result in significant postage savings to your department.

ZIP CODES ... The 50319 zip code is reserved exclusively for Iowa State government, and mail containing that zip code will be delivered initially to the Administrative Services Mail Center in the Grimes Building. Do not use 50319 for anything but state mail. Most state departments have a Zip+4 code. Find out what yours is and use it. If your supervisor cannot give you the code, call the Administrative Services Mail Center: 281-5143.

Local Mail ... Addressing LOCAL mail properly is critical to timely delivery. The address must include the recipient's DEPARTMENT, DIVISION or BUREAU, BUILDING and/or CITY. **DO NOT USE DEPARTMENTAL INITIALS; SPELL THE NAME OUT.** Your return address should be written or stamped in the upper left corner. The use of preprinted labels may be the best option. The individual's name may be included on the Attention line, but is useful only for directing the piece of mail to an individual once it has reached its destination. **Names alone are not enough to assist mail delivery staff.**

Return Address _____ _____ _____	LOCAL MAIL
PLEASE PRINT	
	DEPARTMENT _____
	DIVISION/BUREAU _____
	LOCATION _____
ATTN _____	Building/City _____

State departments located in the Des Moines metropolitan area*, offices of the Department of Transportation in Ames, Iowa State University facilities in Ames, and Department of Human Services facilities and Department of Corrections correctional facilities statewide are served by the LOCAL mail system. LOCAL mail is at least as fast as mail sent through the US Postal Services; usually LOCAL mail is faster. LOCAL mail requires no postage. Use LOCAL mail whenever you can to save money for your department.

*Includes Ankeny, Camp Dodge, Des Moines and Johnston.

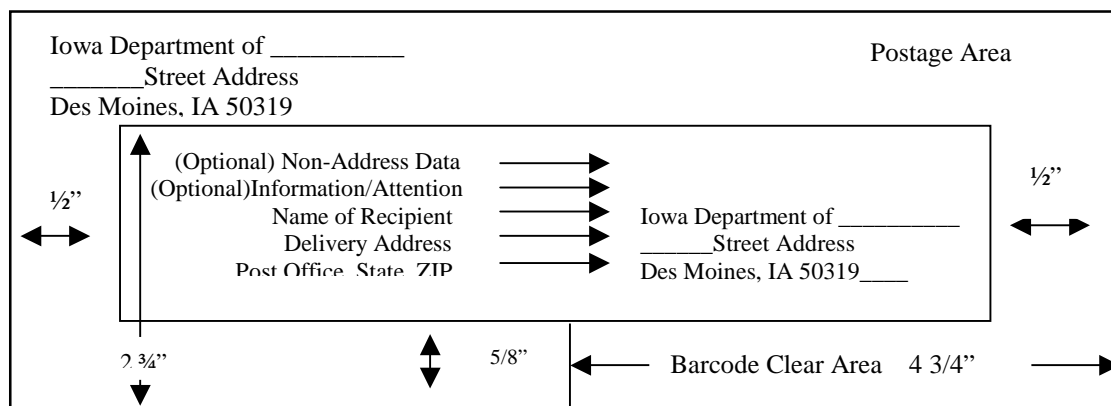
Agencies should have mail placed in the outgoing box ½ hour prior to the scheduled pickup time. The scheduled pickup times may vary depending upon mail volume, weather conditions or staff meetings.

Mail Center: 281-5143

US POSTAL SERVICE MAIL ... Use the US Postal Service when sending first-class material to places not served by LOCAL mail. Postage rates vary widely for different types and weights of material, and levels of service. First-class, presorted standard (bulk rate), presort, media mail (book rate), library mail, and a myriad of Postal Service rules and regulations may be intimidating to the occasional user, but **significant savings** are sometimes available. The knowledgeable staff in the Mail Center will help you determine the most cost effective rate for the material you intend to mail. Give them a call.

ADDRESS FOR SUCCESS ... Remember when persons correspond with you, they are likely to use the return address from your envelope or mailing. Be careful to provide a COMPLETE return address on all envelopes, forms, and letters. **(See illustration below)** Also, when you attend a conference or seminar, the address you provide often becomes your address on a mailing list – please be sure it is correct.

For the most accurate and efficient handling of your mail by the US Postal Service, it must be technically compatible with their high-speed reading and sorting equipment. This means your mail must be the right size and shape and be electronically readable. The illustration below shows the format requested by the US Postal Service.



ADDRESS CORRECTIONS ...

Please correct addresses of incoming mail by doing one of the following:

- **Change the name** on the address by calling the person sending the mail piece (or mail them an updated label) to reflect the current person in that position,
- **Change the address** by calling the person sending the mail (or mail them an updated label) so that this mail will now go directly to the person on the mail piece at the correct address, or
- **Delete this person** from the mailing list by calling or writing the person sending the mail piece, if they no longer work in your area and you are not interested in receiving this mail piece.

PRIVATE CARRIERS ... Private carriers, such as United Parcel Service and Airborne Express, can frequently meet special quick delivery requirements or accommodate oversized parcels economically and reliably. If your department does not regularly use a private carrier, the mail services center can help you get your package on its way.

CONTRACT CARRIERS ... Some state departments contract with a private carrier to handle intra-department deliveries. Check with your supervisor to learn if your department has a private carrier, and how you can use it.

SPECIAL MAIL ... If you have questions in regard to overnight delivery, special handling, certified, registered or insured mail, contact your mail services center for assistance.

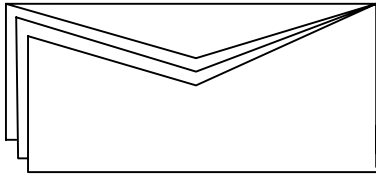
Mail Center: 281-5143

CONTRACT FOR PRE-SORT AND LETTER SHOP SERVICES ... State departments needing services such as inserting may contact the Hoover Mail Center for more information at 281-4283. Inserting or labeling of mail can also be obtained by using the state issued contract # 1489 for letter shop services established by Administrative Services, General Services Enterprise - Purchasing. Please call 281-6288 for more information about this contract.

PREPARING MAIL FOR PICK-UP ... The Mail Center staff can process properly separated and bundled mail more efficiently. Please separate and bundle your department's mail as follows:

- | | | |
|-------------------------|---------------------------------|--------------------|
| 1) Mail needing postage | 3) Mail already bearing postage | 5) Private carrier |
| 2) Local mail | 4) Flats (defined below) | |

Mail needing postage should be in one group; LOCAL mail in another and mail already bearing postage in a third. A "flat" is any mail to be sent via US Postal Service, other than a standard letter or business envelope, and should be in a fourth group. Pieces to be sent by private carrier should be clearly labeled. **Note:** Postage will be put on pieces only if the piece contains the **return address** of the sending department.



The Mail Center will seal your letter envelopes needing postage (up to 1/4" thick) for you, if you prepare them so that all addresses face the same and the envelope flaps are "nested" inside each other as shown.

ONE LAST HINT ... When producing informational or promotional pieces; whether distributed in print or through audio or video media; please be sure to provide your COMPLETE return address. This may encourage response as well as make it easier for the Mail Center to route all responses to your department.

The state spends more than ten million dollars annually for postage. Help to assure that money is wisely spent by using the least expensive and most appropriate methods of sending your department's mail. If you have questions about alternatives, call the Mail Center for the right answers.